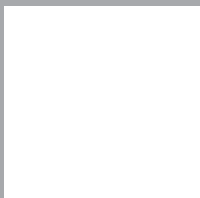
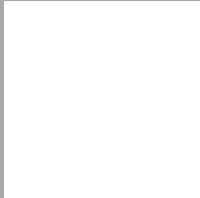




UNIVERSITY LIBRARY ANNUAL REPORT 2008





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Graeme Rayner, Special Collections Librarian, Dr. Keith Adkins, conservator, and Professor Rod Thomson admiring recently conserved early printed books from the University Library collections.



# University Library Annual Report 2008

## Introduction by the University Librarian

Managing a library service is a balance between providing space for collections and space for study, between providing new electronic resources and maintaining historic print collections. Through this Annual Report you will see how we have developed new study spaces following a review of our print journal collections. We have developed new online access to electronic collections through e-books, CrossSearch and Libguides. At the other extreme, it has been a delight to see the commencement of a conservation program for our early print material through the support of the University Foundation.



The Library has taken on a role in developing the profession by coordinating the placement unit in the Graduate Diploma in Information Management offered by the School of Computing and Information Systems at UTAS. It is rewarding to see the vitality and enthusiasm of new entrants to the profession, and to support them on their journey.

Towards the end of the year there was an opportunity for me to take on a broader role, coordinating and leading the services across the Division of Teaching and Learning as Director, Student Experience and Learning. This will provide an avenue to develop more coordinated services across the Division and with Faculties to enhance the experience of students at UTAS. This has only been possible because of the strong senior management team in the Library, as it is important that the profile of the Library within the University is not diminished through my wider responsibilities.

Linda Luther

## Overview of the University Library

The University of Tasmania Library system comprises eight libraries. Three libraries, Morris Miller, Law and Science, are situated on the Sandy Bay campus. The Art, Music and Clinical Libraries are located in central Hobart. The Launceston Campus Library and the Australian Maritime College (AMC) branch library are located on the University's campus at Newnham, Launceston. The AMC became an institute of the University of Tasmania on 1 January 2008.

In addition to these branches, the University Library provides liaison services to the Cradle Coast Campus at Burnie and the Inveresk campus in Launceston, and supports a resource room at the Cradle Coast Campus. The Library also supports the School of Nursing and Midwifery's students in Sydney at St Vincent's Hospital and Rozelle.

In 2008 the Library served a population of 22,325 students and 2,383 staff. It had a budget of \$10,466,698 and employed 80.4 FTE staff in continuing and fixed term positions, as well as casual staff, to deliver services across Tasmania.

Strategic goals for the Library in 2008 were to:

- establish and monitor the quality of Library services to clients
- strengthen information literacy programs to embed them in new UTAS teaching and learning models
- improve business processes for clients and increase do-it-yourself (DIY) services
- evaluate Library collections in light of present needs and enhance digital access to Library collections
- further develop Library services to support flexible learning practices
- develop closer working relationships with other sections of the Division of Teaching and Learning

## Our services

Improving services to our clients, and gathering client feedback on those services, was a focus for the Library in 2008. The Library has now standardised statistics collection across all Library locations for client and information services activities and a Library Client Services brochure was released specifying our service standards and the usual timeframes in which those services operate. Performance against the service standards during the year included:





*Aim:* to have items ordered for the collection arrive within 90 days

*Result:* 41.5 days was the average supply time

*Aim:* to have newly acquired items on the shelves within 6 weeks of arrival

*Result:* new material is on the shelves within 7 weeks

*Aim:* to have Document Delivery article requests delivered within 5 days

*Result:* 80% are supplied in 1 day, 96% within 5 days



*Aim:* to have journal articles requested from Store delivered electronically next day

*Result:* 87.2% of requests delivered on time. Most of those not delivered were either available online or available in another library branch



Client feedback on our services was also encouraged via the service standards brochure and by feedback forms and drop boxes in each branch and campus location. Clients used the suggestion boxes to deliver 95% of the feedback.

#### Library client feedback July-December 2008

|  | Total | % of Total |
|--|-------|------------|
| Did you find what you were looking for?  | 16    | 15.1%      |
| Did you have to wait more than 5 minutes for service?                                    | 16    | 15.1%      |
| Were you happy with the service you received?  | 19    | 17.9%      |
| How can our services be improved?  | 18    | 16.9%      |
| Other comments written on form (except IT, building, noise, hours, collections)          | 14    | 13.2%      |
| Comments on IT services (access to computers, network systems, support )                 | 5     | 4.7%       |
| Comments on building or space (heat, water, etc.)  | 5     | 4.7%       |
| Comments on noise (talking in silent areas, mobile phones, socialising, building sounds) | 5     | 4.7%       |
| Comments on hours (extended hours, specific opening hours, weekends)                     | 4     | 3.8%       |
| Comments on collections (general and reserve collection, access to e-resources)          | 4     | 3.8%       |
| Total  | 106   |            |

| Categorisation of client feedback | Total | % of Total |
|-----------------------------------|-------|------------|
| Positive comment                  | 37    | 35.6       |
| Negative comment                  | 33    | 31.7       |
| Suggestion                        | 34    | 32.7       |
| Total                             | 104   | 100        |



In April, the Library established a Library News blog to communicate news, events and developments in a more timely fashion to our clients, who can comment, suggest and provide feedback directly to the Library. By the end of 2008, blog postings had been viewed nearly 10,000 times and 71 comments had been made.

The Library Client Survey was conducted in September to gather feedback from our clients on which Library's services are important to them, and how well the Library is performing in those areas. The results showed overall continuous improvement in the Library's performance, with Library staff once again rated highly for their helpfulness, friendliness and eagerness to assist.

Clients gave the Library an overall satisfaction mark of 5.43 out of 7, and an overall quality mark of 5.53 out of 7. These scores are small improvements on the 2006 survey. Our overall score puts UTAS in the top 25% of Australian university libraries.

Library clients identified the following areas for improvement and the Library will be addressing these issues in 2009:

- the Library collection should include more of what clients need
- course-specific resources should be easier to find and access
- access to more computers is needed to support study/research
- more individual seating is required

Over 2,400 clients responded to the survey – and 5 lucky people won prizes of an iPod or Co-Op book voucher for participating.

The Library continued to improve services to its clients in 2008.

- A pocket guide to the UTAS Library was developed and published, giving clients crucial information about Library services in a handy credit-card sized concertina format.
- The Library's web page was redesigned and updated to make finding Library information, resources and services easier. A quick search box for the catalogue was introduced on the home page.
- New self service machines were installed in Morris Miller and Launceston libraries, allowing clients to check-out their own books and other material.
- Weekend opening hours in Morris Miller and Launceston libraries were extended in response to the 2006 client survey results. Many clients made use of the additional access and extended opening will continue in 2009.
- Weekend access to advanced IT support was trialled in Morris Miller and Launceston libraries and the trial will continue in 2009.





- Journal articles requested from branch libraries are now delivered electronically to clients.
- Clients can now go online to book places in Library training sessions.
- Check-in/check-out services were introduced at the Cradle Coast Campus and have resulted in a much faster turnaround for books.

## Our support for teaching, learning and research



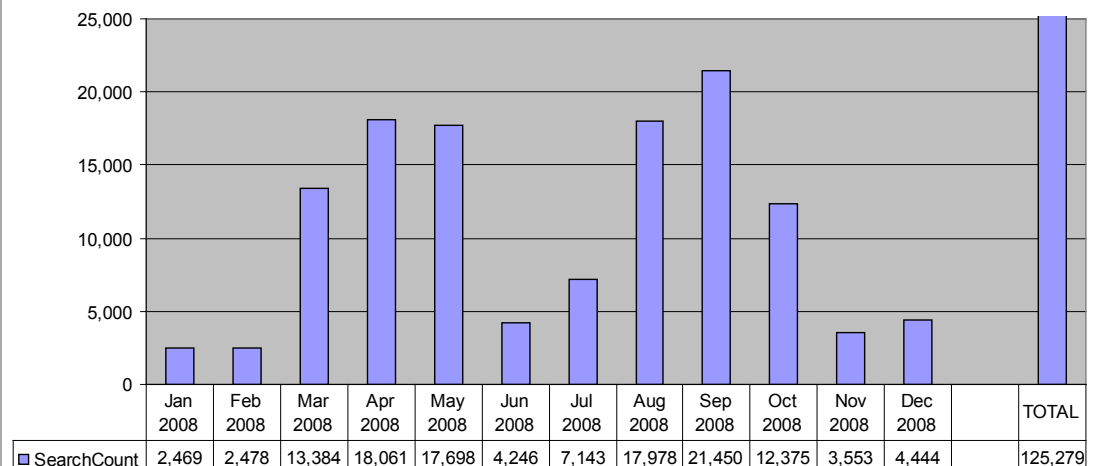
In 2008, the Library coordinated and delivered a unit of the UTAS Graduate Diploma of Information Management, which included arranging 27 work placements for 14 students in Tasmanian libraries. This was the first time practising professionals had been involved in teaching the academic program in this course and the initiative was so successful it will be repeated in 2009. The Library presented a paper at the UTAS Teaching Matters conference in December on our experience of teaching upcoming members of the profession. The paper encouraged other professional staff at UTAS to become involved in teaching in academic programs.



Liaison librarians completed a project to improve clients' ability to discover resources in specific subject areas. Subject guides to resources were moved to new hosted software (<http://utas.libguides.com/index.php>) which incorporates a range of web 2.0 applications and allows clients to interact in new ways with Library staff; for example, by leaving comments, rating Library resources or participating in polls. Client feedback on the new guides has been very positive.



In 2007, the Library's CrossSearch service, which allows clients to simultaneously search multiple databases across a number of subject areas, was moved to a new and hosted software platform. CrossSearch usage statistics for 2008 showed that the new service was very popular with our clients and usage figures on the new platform are higher than on the old.



**CrossSearch searches 2008**

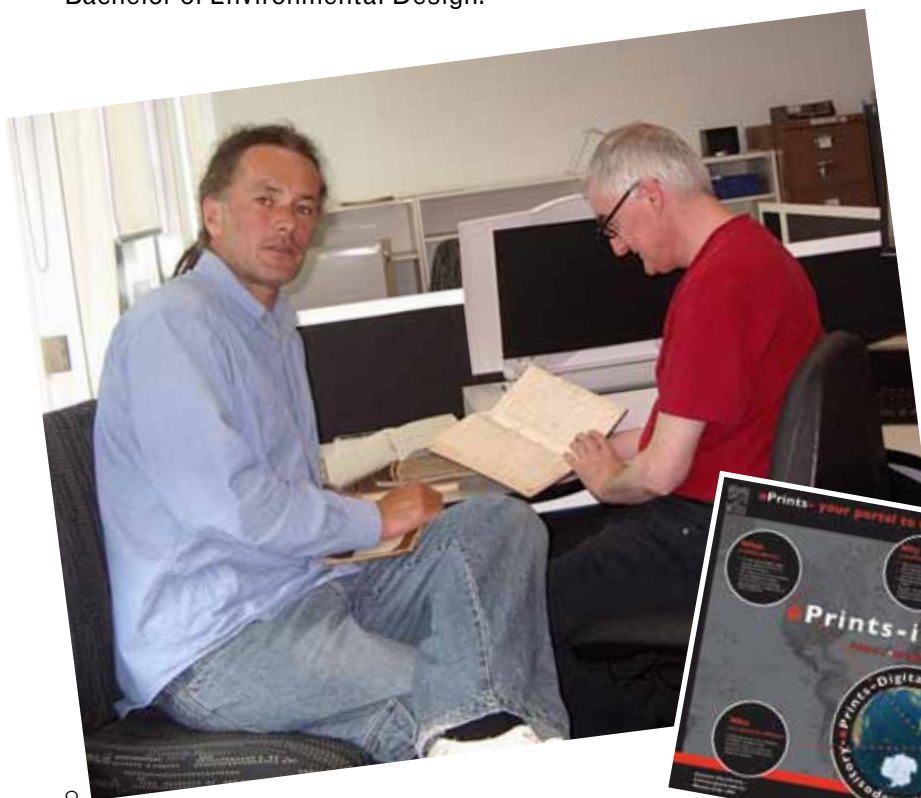
The Library implemented Equella as the University's digital copyright management system in 2008, replacing the previous system, Masterfile. Equella stores and records details of textual material copied under the University's statutory copyright licence. Academic staff working in the University's online learning environment, MyLO, can enter their copyrighted content into Equella from within MyLO.

The Library introduced a new process for the production of readers which allows checking of copyrighted material before the reader is printed. This process allows any copyright issues to be resolved before copies of the reader are produced.

The Library supports ePrints as the University's open access digital repository and 579 records were added to ePrints in 2008, bringing the total to 1,819. Each record may have a number of digitised items associated with it, and the total number of items in ePrints is now 6,998.

During 2008 the Library worked with the Office of Research Services to explore ways to minimise duplication of effort between ePrints and the University's administrative systems for recording and reporting Higher Education Research Data Collection (HERDC) information.

All new course proposals require the Library to assess the ability of its collections to support the new proposal. Five Library Impact Statements were completed in 2008. The Library identified a need for additional funding for resources in two cases and received \$7,000 to build the collection to support a Bachelor of Environmental Design.





## Our collections

The Library continued to develop its collections of electronic resources during 2008. Significant new purchases included:

*Classical Scores Library* – classical music scores and manuscripts

*Compendex-Ei* - scientific and technical engineering research database

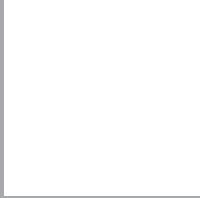
*Passport GMID* – international market research database

*HeinOnline* – legal research database

*DynaMed* – clinical reference tool

*British Newspapers 1600-1900* – purchased in conjunction with the School of History & Classics

*Safari Techbooks* – IT ebooks



Increasing the number of ebooks in the Library's collection was a major strategic initiative in 2008 and \$70,000 was spent on almost 240 individual titles, most of which are accessible via the Netlibrary platform.



The Library extended its holdings of JSTOR journal archives in 2008, adding Arts & Sciences V and VI and the Life Science collections. This added several hundred online journals, from v.1 issue 1, to the Library's collection. The Library has guaranteed funding for ongoing access to JSTOR journal archives and this has allowed any print holdings of journals in JSTOR to be removed from Library shelves, freeing extra space for client seating.



A large proportion of the Library's journal collection is now accessible electronically from publisher, vendor and aggregator websites. Long-term preservation of both journal content, and UTAS access to it, is an important issue. In 2008 the Library joined Portico – a not-for-profit electronic archiving service which offers a reliable means to preserve electronic scholarly journals. Should subscribed journal content cease to be available from the publisher, vendor or aggregator, Portico would provide UTAS with access.

During 2008 the Library developed a methodology for assessing the strength of its collection in a particular subject area and identifying areas that need additional funding. The Marine Studies collection was the first subject area assessed using this methodology and additional resources were identified for inclusion in our collection.

The Library began a major review of the print journal holdings on shelves in the Morris Miller, Launceston and Science libraries in 2007, with a view to withdrawing or relegating to closed access those titles and volumes that were either available electronically or not in high use. A related project to assess the currency of the



book collections in these libraries was begun in 2008 and 141,000 volumes have so far been removed or identified as candidates for removal to closed-access storage. These projects have released significant space in those libraries for expansion of the current collections and reconfiguration of study and learning spaces for Library clients.

The Library received a very generous donation from Roger and Maxeme Tall, via the University Foundation, to fund the conservation of two important works from the Christ College collection, now held in the our Special Collections: 7 volumes of St Augustine's *Opera*, 1541-1543 and Guillaume Bude's *Commentarii Linguae Graecae*, 1529. Extensive repairs to pages, endpapers and bindings were undertaken by Dr. Keith Adkins before these volumes were displayed with a number of other pre-1600 works in a major exhibition in the Morris Miller Library at the end of 2008.

A number of other individuals made generous donations to the Library in 2008:

- Dr. Margaret Davies, Royal Society member and academic, gave an large collection of herpetology books to the Royal Society Library and UTAS Library;
- Professor Helen Tiffin, School of English, Journalism and European Languages donated a very significant collection of books of, and on, British Empire and Commonwealth literature;
- The Library also received a collection of books from the library of the late Len Dunn and Mary Dunn.

Preservation of our print collections was enhanced in May 2008 with a number of staff participating in workshops on disaster response planning, and developing strategies and techniques for recovering collections from the effects of disasters such as floods. The workshops were organised by CAVAL in conjunction with the Australian Library and Information Association (ALIA). UTAS Library, State Library of Tasmania and staff from other libraries and cultural organisations participated.





The UTAS Library houses the Royal Society of Tasmania Library. Established in 1843 and the oldest Royal Society outside the UK, the Society's library is a significant collection in the areas of natural history, science and Tasmanian history. The Royal Society generously provided funds in 2008 to continue cataloguing and classification of the 650 current journal titles in this 45,000 volume collection. The Royal Society also provided funds to allow the digitisation of nearly 50 titles from the collection. Comprising around 2,755 pages/images of diaries, letters, manuscripts, drawings and photographs of significance to Tasmania, these titles are now openly accessible via the UTAS digital repository at <http://eprints.utas.edu.au/view/collections/royalsociety.html>.

## **Our facilities**

In Hobart, the Library completed planning for refurbishment of Level 2 of Morris Miller Library to include 24/7 access to facilities on this level and improvements to study and work spaces, including 50 additional study spaces in the Reserve/Reference area. The project received University Council support and is now awaiting funding approval. The Clinical and Science libraries began planning refurbishment proposals in 2008 to increase student study and teaching spaces. The Law Library refurbished its client services desk and entrance area to improve staff work space and student access to services.

In Launceston, planning for a new Launceston Campus Library building is being considered as part of the Launceston Heartland project.

At the Cradle Coast, the new Learning Hub was opened for business for the 2008 academic year. Unfortunately, it was extensively flooded in May when very heavy rain caused major run-off from the hill next to the building. Learning Hub books and equipment were not damaged but the clean-up and drying out took 10 days, during which the Learning Hub was able to remain open.

Many of our clients now bring their own laptops to the Library. Wireless access has been improved and increased in Morris Miller and Launceston Campus libraries and clients can now make appointments at the beginning of semester for wireless setup help.

In August, the Library hosted a facilitated workshop for Library and Information Technology Resources (ITR) staff to discuss greater cooperation and communication in Library systems support.



## Our staff

The Library is a learning organisation that supports staff engagement in learning, and the transfer of knowledge between staff. In support of this objective, during 2008 the Library established a Staff Development Group with members from across the Library and from all levels of staff. The group will advise and recommend on Library staff development and learning opportunities.

The Library's successful Library Linkup sessions, where staff in Hobart and Launceston meet to share information, experiences, and reports from conference and staff development opportunities, took place every month in 2008, rather than every two months. The Staff Development Group now organises the program for Library Linkup.

The successful implementation of a framework to develop capabilities in entry-level liaison librarians was extended in 2008 to Resources and Access. A recent graduate was appointed to a Librarian A position in Resources and Access and will progress through a structured program of broad learning, developing knowledge and skills in all aspects of Resources and Access work. Having satisfied the performance criteria in the framework, the Librarian A appointee will be supported in a reclassification application to Librarian B.

The Library conducted a survey of all staff in November to ascertain how well they think the Library performs in relation to what they think is important, and to identify areas in which the Library can improve. The Library's overall satisfaction score was 5.37 out of 7. Many of the survey results were very positive and there were no areas with statistically significant gaps between staff perceptions of importance and performance. Library managers will continue discussions with staff in 2009 to identify actions and activities to further improve the work environment.

In 2008 the Library trialled flexible modes of ongoing part-time employment to provide evening, weekend and public holiday client services in the Morris Miller and Launceston Campus libraries. These services were previously provided by casual staff who were at times isolated from the training, communication and team activities of weekday staff. The trial involved employing staff on fixed-term contracts with specified hours that included time during week days and the results indicated enhanced out-of-hours client services, improved security of employment and greater access to training. The model will be refined and implemented again in 2009.





We congratulate the following staff on their achievements during 2008:

• Leonie Alias, Halina Rybczyk and Michelle Stevens (Launceston Campus and AMC libraries), Kay Hughes and Rose Macaulay (Morris Miller Library) received the Advanced Diploma Library/Information Services from TAFE.

• Lois Anderson, Beth Barnard and Hazel Roper-Power (Morris Miller Library) completed their Certificate IV and Diploma in Library/Information Services with TAFE. Elizabeth Hutchinson, Hannah VanderHelm (Morris Miller Library) and Filomena Wise (Science Library) completed their Diploma. Pep Nichols and Juanita Wertepny (Morris Miller Library) completed their Certificate IV. Staff studied under the Existing Employee Program (EEP) - a Commonwealth funded Australian Apprenticeship scheme which allows staff to gain nationally recognised credentials.



• Lois Anderson (Morris Miller Library) was awarded the Australian Library and Information Association (ALIA) award for Most Outstanding Student for her TAFE studies in 2008.

• Vanessa Warren (Launceston Campus Library) was the first Liaison Librarian A to satisfy the performance criteria in the developmental framework the Library instituted in 2007 to develop capabilities in new and recent graduates. The Library supported Vanessa in her successful reclassification application to Liaison Librarian B.

• Anna Klebansky and Vanessa Warren (Launceston Campus Library), Juliet Beale (Morris Miller Library) and Chris Evans (Science Library) completed the UTAS Leadership Development for Women program.

• Paul Reynolds (Art/Music Library) received a UTAS Teaching Merit Certificate in recognition of his teaching proficiency.



• Vanessa Warren (Launceston Campus Library) presented a paper on a framework for developing librarians to the ALIA National New Librarian's Symposium in November.



• Gill Ward and Lynn Davies (Copyright & Digital Assets) presented a poster on *Innovative use of ePrints (UTAS repository software) for digitising, preserving and providing access to nationally important historic collections* at the ALIA national conference in October.

• Chris Evans, Linda Forbes, Linda Luther and Karmen Pemberton presented a paper to the UTAS Teaching Matters conference on

their experience as practising professional librarians teaching upcoming members of the profession in their academic program.

- Wendy Rimon (Resources & Access) contributed over 100 articles to *The Companion to Tasmanian history* which was published online in August and can be accessed from the Library's web page.

- Paul Reynolds and David Harvey (Music Library) organised the International Association of Music Libraries, Archives and Documentation Centres (IAML) Australian Branch Biennial Conference and Annual General Meeting, which was held in Hobart in September.

- Gill Ward (Copyright & Digital Assets) designed and researched the illustrations for *From manuscript to print: catalogue of an exhibition held at Morris Miller Library December 2008-January 2009* by Rodney M. Thomson. The book is a description of all pre -1600 western manuscripts and early printed books held at UTAS, the State Library of Tasmania and St David's Cathedral.

- Two staff completed the University of Sheffield's online/elearning FOLIOz course on evaluating information skills training. Another completed a FOLIOz course on knowledge management.

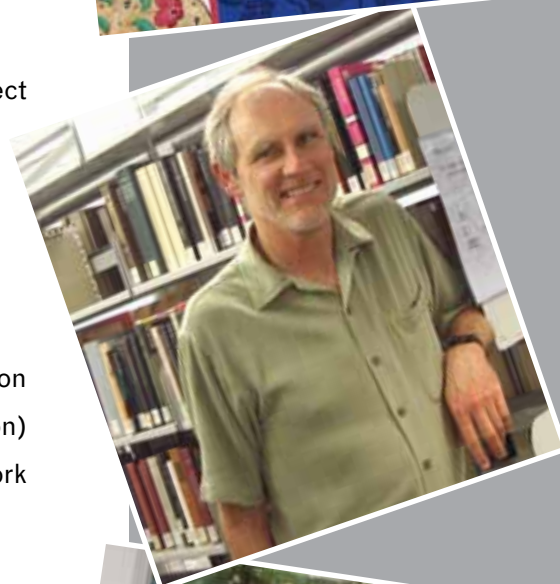
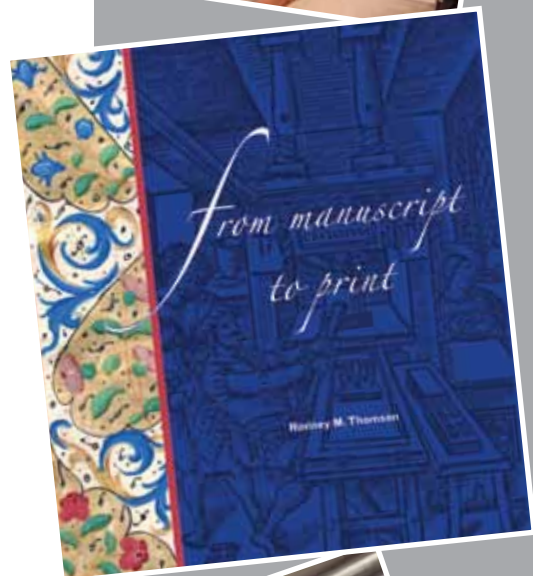
- A number of Library staff received training in the PRINCE2 project management methodology.

- Three Library staff members proved their credentials in computer competence by completing the International Computer Driving Licence.

Long serving staff members Roger Carter (Morris Miller Library), Sandy von Allmen (Science Library) and Jill Wells (Document Delivery Launceston) were farewelled from the Library with thanks for their many years of hard work and service.

## Working with our community

The Library continued our program of very successful exhibitions in the foyer of the Morris Miller Library, often working closely with other areas of the University or wider community to source material to supplement that in our collections. For example, the exhibition in May on Thomas Midwood included material from UTAS, the State Library of Tasmania, Narryna Heritage Museum and the National Archives collection.





An exhibition on Tasmanian composers, held in conjunction with the International Association of Music Libraries, Archives and Documentation Centres (IAML) Australian Branch Biennial Conference and Annual General Meeting in September, highlighted the work of Thomas Matthews, Peter Sculthorpe, Don Kay and Jan Sedivka.



Over 200 people attended the launch of the *From manuscript to print* exhibition held to coincide with *Alter Orbis*, Australian and New Zealand Association for Medieval and Early Modern Studies (ANZAMEMS) 7th Biennial International Conference in December. The exhibition included material from UTAS, the State Library of Tasmania and St David's Cathedral.

Exhibitions on ePrints, and the University Foundation, its donors and scholarships were also held during 2008.

The Library received almost \$10,000 in a UTAS Community Engagement Start-up Grant for a project to provide easy access to culturally significant documents and images held by UTAS Library by digitising them and making them available via the University's open access digital repository - ePrints.



The Library took a leading role in planning the program of the UTAS *Service Matters* conference in September. The theme of the conference was 'Service Matters – to me, my customers, my community and my environment'. Speakers and facilitators included Gilbert Rochecoute, Managing Director, VillageWell, Victoria; Aaron Pidgeon, Manager of Organisational Development, MyState Financial; Professor Roger Fay; Linda Luther; Professor David Rich and Professor Gail Hart. Outcomes included a 'Top 20 Individual Action List' for staff to use in their work areas.



In April, Library staff met Richard Wallis, Technology Evangelist at Talis, a leading UK library technology company. Richard raised many thought - provoking issues for Library staff as we considered the future of library systems and services and our future path.



The Library hosted, in conjunction with the State Library of Tasmania, a visit and public lecture by Stephen Abram, a leading international librarian and future thinker. The lecture was very well attended and was opened by the Premier, David Bartlett. Library staff also enjoyed a workshop session with Stephen on the future of academic libraries.

The Library continued to work closely with the Australian Library and Information Association (ALIA). UTAS hosted a regional meeting of the ALIA National Advisory Council in July. The Morris Miller

Librarian was on the organising committee for a one day career-development conference, held in October by ALIA's Tasmanian branch. The Library also further developed relationships with secondary colleges. Karmen Pemberton and Juliet Beale presented a session on Web 2.0 in action at the Senior Secondary Teacher Librarian's conference in November and twenty teachers from Claremont College attended a presentation on UTAS Library's information services.

## Management

During 2008 the Division of Teaching and Learning was expanded to include Student Services. In July, the Library senior managers joined the other managers from the Division to undertake the Ropes Challenge Course at the Launceston campus. It was an opportunity to get to know each other and to undertake activities together that required cooperation and communication to achieve a shared outcome. Following this a number of working groups were established within the Division. The Library's senior managers convened and participated in these groups so close working relationships were further developed.

In September, the University Librarian was asked to take the additional responsibility of leading the Centre for the Advancement of Learning and Teaching (CALT), Student Services, Awards, Grants and Fellowships and the Projects and Evaluations Unit. As Director, Student Experience and Learning, Linda Luther will focus on facilitating cooperation within the Division and will negotiate academic support issues with Faculties and Schools.





The Library undertook a major project in 2008 to scan the library systems environment and develop recommendations on options for the replacement of the Library's Horizon system and longer term future directions for systems to support the Library's functions. The project involved assessing current developments in the library systems market, investigation of improved resource discovery mechanisms and a review of emerging technologies and new kinds of modularised software, both proprietary and open-source. Rodney Foley and Felix Wilson from the Library and Kerry Enman from Information Technology Resources visited US libraries at Vanderbilt University, Villanova University, University of Chicago, and New York Polytechnic. They also visited the Georgia Pines consortia and Darien Public Library and attended the international EDUCAUSE conference in Florida. The trip gave them the opportunity to meet with internationally renowned library systems staff such as Marshall Breeding and Andrew Ngay and was invaluable in informing the results of the project, which will be reported early in 2009.

The University Librarian, Linda Luther, now chairs the Web Services Operations Group which is a UTAS-wide group responsible for progressing projects from the University's Web Services Strategic Action Plan and for overseeing new web developments at an enterprise level.

In 2008, the University Librarian was added to the membership of the Research College Board. Linda Luther continued to chair the Libraries Australia Advisory Committee.



# Key facts and figures 2008

The Australian Maritime College became an institute of the University of Tasmania on 1 January 2008.

## Client population

|                                   | 2008   | 2007   | 2006   |
|-----------------------------------|--------|--------|--------|
| Student enrolments                | 22,325 | 20,284 | 17,407 |
| Staff numbers (excluding casuals) | 2,383  | 2,154  | 2,009  |

## Libraries

|                                      | 2008        | 2007      | 2006      |
|--------------------------------------|-------------|-----------|-----------|
| Number of libraries                  | 8           | 7         | 7         |
| Number of additional service points  | 2           | 2         | 2         |
| Opening hours per week               | 93          | 71.5      | 71.5      |
| Study seats                          | 1,305       | 1,194     | 1,267     |
| Student computers                    | 198         | 198       | 191       |
| Visits                               | * 1,225,947 | 1,117,328 | 1,189,295 |
| Number of photocopies                | 882,114     | 978,233   | 1,274,716 |
| Number of prints to Library printers | 1,017,280   | 953,207   | 936,042   |

\*Prior to 2008, visit numbers excluded the Music Library

## Staffing

|               | 2008     | 2007     | 2006     |
|---------------|----------|----------|----------|
| Library staff | 80.4 FTE | 75.5 FTE | 77.5 FTE |

## Expenditure

|              | 2008         | 2007        | 2006        |
|--------------|--------------|-------------|-------------|
| Salaries     | \$5,340,929  | \$4,834,285 | \$4,747,682 |
| Operating    | \$1,250,459  | \$680,665   | \$606,645   |
| Acquisitions | \$3,875,310  | \$3,519,871 | \$4,286,564 |
| Total        | \$10,466,698 | \$9,034,821 | \$9,640,891 |

## Loans

|                                      | 2008    | 2007    | 2006    |
|--------------------------------------|---------|---------|---------|
| Total items lent                     | 352,492 | 321,401 | 362,162 |
| Reserve items lent                   | 79,312  | 80,637  | 81,661  |
| University Libraries Australia loans | 4,264   | 3,459   | 4,807   |

## InterCampus, Flexible Library and Document Delivery services

|  | 2008   | 2007   | 2006   |
|--|--------|--------|--------|
| InterCampus – Photocopy & loan requests filled | 83,090 | 42,285 | 22,337 |
| Flexible Library Service – requests filled     | †      | †      | 5,117  |
| Document delivery – UTAS requests filled       | 14,082 | 11,981 | 13,303 |
| Document delivery – external requests filled   | 1,758  | 2,108  | 2,409  |

† From 2007 Flexible Library Service requests were counted in InterCampus statistics.

## Information skills training

|  | 2008   | 2007   | 2006   |
|--|--------|--------|--------|
| Information skills sessions held         | 1,059  | 1,267  | 954    |
| Information skills training participants | 10,389 | 14,021 | 11,662 |

## Collections

|   | 2008           | 2007           | 2006           |
|---|----------------|----------------|----------------|
| Monograph titles                            | 564,561        | 548,472        | 544,376        |
| Serial titles (paper)                       | 15,139         | 14,925         | 16,510         |
| Microform titles                            | 1,901          | 1,888          | 2,007          |
| Electronic titles                           | 47,834         | 45,090*        | 14,810         |
| Other non-book titles (kits, maps, av, etc) | 23,968         | 22,483         | 21,071         |
| <b>Total library items</b>                  | <b>653,403</b> | <b>632,858</b> | <b>608,774</b> |

\* From 2007 onwards figure includes ebooks

## ePrints – open access digital repository

|                  | 2008      |
|------------------|-----------|
| Unique visitors  | 202,686   |
| Number of visits | 274,994   |
| Pages viewed     | 1,558,267 |
| Hits             | 7,871,950 |





Detail: Leaf from Book of Hours, France, c. 1475  
University of Tasmania Library, Special and Rare Materials Collections



UTAS